



## UNITED STATES PROBATION OFFICE

Eastern District of Texas

### Help Desk Technician

Vacancy Announcement 16-07

Posting Date:	September 6, 2016
Closing Date:	September 20, 2016
Type:	Permanent Part-Time (24 hrs. per week)

Salary:	CL-23 - \$32,019 - \$52,053
Location:	Beaumont, Texas
Entrance on Duty:	Flexible

**INTRODUCTION:** A Help Desk Technician is hired by the Chief Probation Officer and works directly for the U.S. Probation Office. The duty station for this position is Beaumont, Texas. This position offers promotion potential to a CL-24.

#### **REPRESENTATIVE DUTIES:**

- Respond to personal computer help desk calls and e-mails, log computer problems, and assist with routine problems. Escalate problems that are not quickly resolved via the telephone or email to the next level. Provide assistance with web access, both Internet and Intranet. Provide information and assistance to users on software applications, such as word processing and data entry.
- Receive general incoming telephone calls to the Information Technology department and respond or forward calls to the appropriate individual. Remain aware of team schedules, organize staff calendars.
- Prepare routine reports, form letters, notices, and other correspondence using templates and forms. Assist with preparing correspondence and documents, including typing, keyboarding, formatting, and generating documents from templates.
- Assist the automation team with applicable projects.
- Perform related duties, as assigned.

**REQUIRED QUALIFICATIONS:** Must be a high school graduate or equivalent with at least two years general experience. General experience is progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

#### **REQUIRED COMPETENCIES (KNOWLEDGE, SKILLS, AND ABILITIES):**

- Multiple desktop operating systems such as Microsoft Windows 7, 8, and 10

#### **DESIRED COMPETENCIES:**

##### **Familiar with**

- Server operating systems such as Server 2008 or 2012
- Active Directory
- Virtualized environments such as Citrix and Hyper V
- HTML

**EMPLOYEE BENEFITS:** The United States Probation Office offers an excellent work environment. Court employees are covered by the Court Personnel System and are entitled to benefits that include participation in the Federal Employees Retirement System, choice of a health benefit plan from several options, a Flexible Benefit Program (pre-tax contributions for health care and dependent care expenses), life insurance, annual and sick leave, a Long Term Care plan, periodic salary increase, and the Thrift Savings Program (retirement savings plan) with matching funds. Benefits also include from 13 to 26 vacation days, 10 paid holidays per year and 13 days of sick leave annually which may be used for care of sick family members. Eligible part-time employees accrue leave on a pro-rated basis depending upon their years of creditable service.

**INFORMATION FOR APPLICANTS:** The United States Probation Office is part of the Judicial Branch of the United States Government. An applicant must be a U.S. citizen or eligible to work in the United States. Judiciary employees serve under excepted appointments (not civil service) and are “at will” employees. This position is subject to mandatory Electronic Funds Transfer for payment of net pay. Additional information about Probation and Pretrial Services can be found at <http://www.uscourts.gov/FederalCourts/ProbationPretrialServices.aspx>.

**APPLICATION PROCESS:** Applicants must submit the required documents listed below. All Applications must be received at [hr@txep.uscourts.gov](mailto:hr@txep.uscourts.gov) by September 20, 2016. To be considered for this opportunity, you must submit the required documents as instructed.

- A cover letter which addresses skills necessary for the position.
- AO78 FEDERAL JUDICIAL BRANCH APPLICATION FOR EMPLOYMENT located at <http://www.txep.uscourts.gov/career-opportunities>. Application must be complete.

**THE COURT IS NOT AUTHORIZED TO REIMBURSE A CANDIDATE FOR TRAVEL IN CONNECTION WITH AN INTERVIEW OR PAY FOR ANY RELOCATION EXPENSES.**

*The U.S. Probation Office is an Equal Opportunity Employer*